The following is a sequence of questions and answers regarding the Arizona Network *(AZNet)* telecommunications program….Moving, Adding, or Changing Voice or Data Telecommunications Service. If you have any questions, please submit them via the TPO website: www.tpo.az.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

Moving, Adding, or Changing
Voice or Data Telecommunications Service

1. What is a MAC?

   Response: MAC is an acronym for "Move, Add, Change" and involves alterations to voice and data service for individual *AZNet* customers. There are two basic types of MACs: "Soft MACs" and "Hard MACs". A Soft MAC is performed remotely using software, which is essentially a service change that does not require a site visit to complete. A Hard MAC is a service or equipment change that requires an on-site visit to complete and includes wiring in the case of closet changes only.

2. Are MACs included in the monthly price for *AZNet*? How are they allocated to agencies?

   Response: Both Soft and Hard MACs are included in the base monthly price for *AZNet* up to a pre-specified allocation. The options for this allocation are as follows:

   - 1 Soft MAC and 0.20 Hard MACs per agency seat per year.
   - 0.15 soft MACs and 0.35 hard MACs per agency seat per year.

   Each agency selects its allocation option, which can be changed annually.

   To help minimize MAC charges resulting from exceeding an agency's pre-specified MAC allocation, unused MACs are placed in a statewide pool for sharing with other state agencies.

   On a quarterly basis, each agency's Soft and Hard MAC usage is compared to its allocation (based on the agency's selected allocation option) to determine whether it has exceeded its Soft and/or Hard MAC allocation or underutilized its allocated MACs. If it has underutilized its allocation, then its unused MACs are rolled into a statewide pool which is used to reduce MAC overages in agencies exceeding their allocation. For each agency that exceeds its respective MAC allocation, its percentage of the overall state's overage is used to distribute unused MAC allocations from the pool to each agency with overages. This is done until either all

of the unused allocation is distributed or all of the overages are covered. Any remaining unused MAC allocations are carried over in the statewide pool for one more quarter. If those unused allocations are not used in the subsequent quarter, they are removed from the statewide pool.

If the unused allocations are used up during this quarterly process, then any remaining agency MAC overages are charged per *AZNet* MAC rates. Agencies receive these charges on their monthly bill following the quarter end.

MAC Usage reports are available to agencies throughout the quarter so agencies can gauge their usage compared to their allocation. These reports are available on the AZ*Net* web site at www.aznet.gov.

3. What is the pricing for MACs?

Response: There is no charge for MACs within an agency's allocation. There may, in fact, be no charge for an agency to consume MACs above its allocation, if other agencies have sufficient unused MACs to support the first agency's needs. MAC consumption is tracked on an ongoing basis. Charges for excess MACs appear on the monthly bill following the end of each quarter. The pricing schedule for MACs over the State's allotment is posted on the TPO website; www.tpo.az.gov, *AZNet* Links, Publications/Price Lists/*AZNet* MAC Equipment Price List.

4. How are MACs ordered under *AZNet*?

Response: MACs are ordered by an agency authorized representative calling the *AZNet* Support Desk at 602-364-4444, sending an email to the *AZNet* Support Desk (AZNETSUPPORTDESK@AZDOA.GOV) or by entering an *AZNet* Remedy MAC ticket from an agency help desk. MAC scheduling and consumption is tracked by the *AZNet* management team using the Remedy system and the Asset Management system.

5. What is "MAC Equipment"?

Response: MAC Equipment is equipment, such as a new phone or headset that is requested or required in the course of performing a MAC. The price for MAC Equipment is not part of a MAC and is an extra cost item, unless the necessary item is available in state inventory. If a MAC Equipment item is available from state inventory, there is no charge for the item.

6. Who manages agency spares?

    Response: The *AZNet* team is responsible for managing in-scope spares. These spares may be kept at individual agencies or at an *AZNet* storage location for usage anywhere in the State.

7. How long should I wait before disconnecting a phone when I have a vacancy?

    Response: There are potential costs associated with disconnecting and reconnecting a phone. It is important to evaluate these costs against the cost to maintain the phone service. A good rule of thumb is, if the vacancy will be filled in the foreseeable future, the phone should not be disconnected.

    The worst case scenario for disconnect/reconnect costs include two Hard MACs at $85 a piece (one for disconnecting and one for reconnecting) and the purchase of a new phone. This situation applies only when the agency has exceeded its Hard MAC allocation and if, upon reconnection, *AZNet* does not have the requested telephone set in inventory.

    The formula to calculate the number of months of vacancy that will justify a disconnection is as follows:

    $$\frac{\text{(Cost of 2 Hard MACs)} + \text{(cost of phone)}}{\text{(Monthly cost of seat)}} = \text{months of vacancy}$$

    For example, if the unused phone is a basic seat ($53.43/month) and the phone costs $150.84, the formula would be:

    $$\frac{(2 * \$85) + (\$150.84)}{(\$53.43)} = \text{months of vacancy}$$

    $$\frac{\$320.84}{\$53.43} = 6.005 \text{ months of vacancy}$$

    In this case, if the vacancy will last for six months or longer, it may be in the agency's best interest to disconnect the phone. The time may be longer or shorter for different seats or different phones.

8. Can an agency suspend service?

    Response: No, this is not an *AZNet* contract option.